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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
Examiner: Joseph PHAN Sr. Paralegal – Intellectual Property  
Group Art Unit: 2645

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Fax: 703-746-7488 Pages with 21  
Cover:

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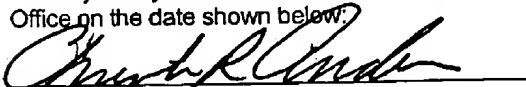
**FORMAL SUBMISSION OF:**

- 1) Supplemental Response; and
- 2) Exhibits B, C, and D to the Declaration of Michael J. Strauss.

Title: VOICE RESPONSE APPARATUS AND METHOD OF PROVIDING  
AUTOMATED VOICE RESPONSES WITH SILENT PROMPTING  
Serial No. 09/309,274  
Filing Date: 00-VE09.46 RCE 1

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

  
Christian R. Andersen

Date of Transmission: April 5, 2004

Patent  
Attorney's Docket No. 00-VE09.46 RCE

#14  
SMC  
4/5/04

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|                               |   |                      |
|-------------------------------|---|----------------------|
| In re Patent Application of   | ) |                      |
| Alexander I. McALLISTER       | ) | Group Art Unit: 2645 |
| Application No.: 09/309,274   | ) | Examiner: J. Phan    |
| Filed: May 11, 1999           | ) |                      |
| For: VOICE RESPONSE APPARATUS | ) |                      |
| AND METHOD OF PROVIDING       | ) |                      |
| AUTOMATED VOICE               | ) |                      |
| RESPONSES WITH SILENT         | ) |                      |
| PROMTING                      | ) |                      |

**Supplemental Response**

Mail Stop RCE  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Further to our submission of January 22, 2004 and the subsequent conversation between Examiner Phan and Christian R. Andersen on March 24, 2004 and again on April 5, 2004, we are submitting Exhibits B, C and D to the Declaration Of Michael J. Strauss, which were inadvertently omitted from the January 22, 2004 facsimile transmission.

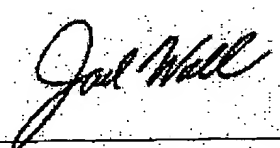
To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

Amendment/Reply Transmittal Letter  
Application Serial No. 09/309,274  
Attorney's Docket No. 00-VE09.46 RCE 1  
Page 2

The Commissioner is hereby authorized to charge any other appropriate fees that may be required by this paper that are not accounted for above, and to credit any overpayment, to Deposit Account No. 07-2347.

Respectfully submitted,

By: \_\_\_\_\_

  
Joel Wall  
Reg. No. 25,648

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Date: April 5, 2004